

Webex Calling Customer Assist

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Introduction

Empower any employee to deliver outstanding customer assistance through an AI-powered, modern experience in the Webex app

Local and regional branch offices are the frontline of your business and the face of your brand in the community. These offices face a unique challenge: they must quickly resolve customer issues and build strong relationships—all without dedicated contact center staff or tools.

Webex Calling Customer Assist empowers every employee to deliver exceptional customer service with an AI-powered, modern experience built into the Webex app. This reimaged solution enhances customer interactions while maximizing efficiency and employee potential.

In this eBook, you'll discover how Webex Calling Customer Assist can elevate the experience of your customers, streamline communication, and ensure every interaction meets the highest standards of service.



Customer journey

Voice queues

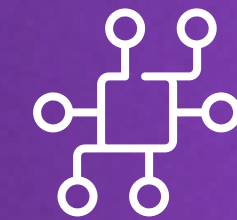
Deliver seamless customer interactions

Voice queues are essential for any calling-focused customer experience strategy – it includes flexible tools to greet callers with custom messages, eliminate frustrating hold times, and route callers to skilled agents.



Caller greetings

Create custom welcome and comfort messages for each queue so callers are always greeted with a friendly and informative experience.



Queue policies

Customize your queues with holiday and night services, forwarding rules, and announcements.



Call routing

Select from priority or skills-based routing to direct calls to the right agents every time.



Request call back

Provide callers with estimated wait times and allow them to request a call back to eliminate frustrating wait times.



Overflow settings

Create rules to manage busy queues so customers are never left with a busy signal.

Customer journey

Text queues

Modern, immediate customer engagement

Text messaging is a familiar, convenient, and efficient way for customers to connect with your business. Text queues enable quick interactions and fast issue resolution by allowing customers to reach support via SMS/MMS.

Agents can respond directly within the Webex app, ensuring seamless communication while staying productive. Unlike calls, text messages allow businesses to share rich information, such as links, appointment scheduling, maps, and live resources, giving customers instant access to what they need.

With text queues, businesses can deliver faster, more effective support, reducing wait times and enhancing the customer experience.

Coming in 2025.



Customer journey

Advanced auto attendant

Effortless navigation, smarter conversations

Our all-new advanced auto attendant harnesses AI-powered speech recognition, allowing callers to navigate menus effortlessly using their voice—eliminating the frustration of complex keypad inputs.

Text-to-speech enables businesses to easily create and change announcements, and multi-level menus provide improved navigation to ensure that customers are efficiently guided to their intended destination. This streamlined experience makes it easier for customers to connect with knowledgeable support teams and also helps businesses optimize call routing, improve efficiency, and enhance overall customer satisfaction.

Advanced auto attendant will be available for no additional fee with the Webex Calling Professional License in 2025.



Customer journey

Click-to-call

Instant customer connections

Make it easier than ever for customers to connect with your business with Click-to-call – a seamless solution that allows customers to initiate voice or video calls directly from your website. Whether they need sales assistance, technical support, or general inquiries, customers can quickly join the right queue and connect with the appropriate team without hassle.

Click-to-call requires no user authentication or guest account creation, eliminating barriers to communication. Customers can engage effortlessly, choosing between voice and video calls for a more personalized, immersive experience. By streamlining inbound communication, businesses can enhance customer satisfaction, reduce friction, and provide immediate, high-quality assistance—all from a single click.

Click-to-call voice is available now. Video is coming in 2025.



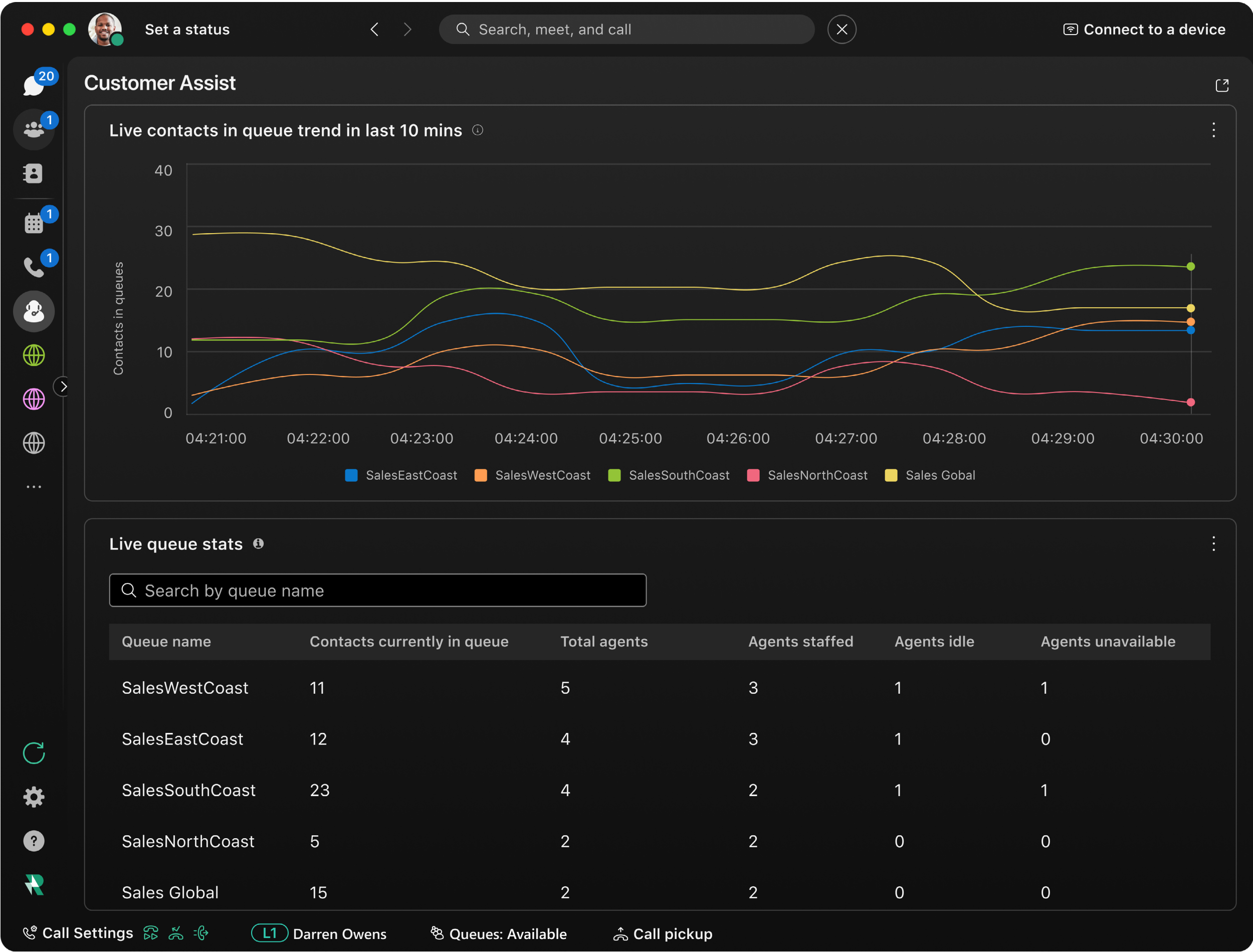
Agent experience

Webex app

Elevate the customer experience without friction

Any Webex Calling user can seamlessly transition into a customer-focused agent role with tools built-in to the Webex app. Agents can easily join or unjoin queues, select from multiple lines, select between queue and personal lines (coming in 2025), and manage calls with intuitive call controls.

The Webex app’s integrated agent experience empowers users to collaborate and support customers within a single application, eliminating the need to switch between separate collaboration and customer service tools—keeping productivity and workflow uninterrupted.



Agent experience

AI Assistant for Agents

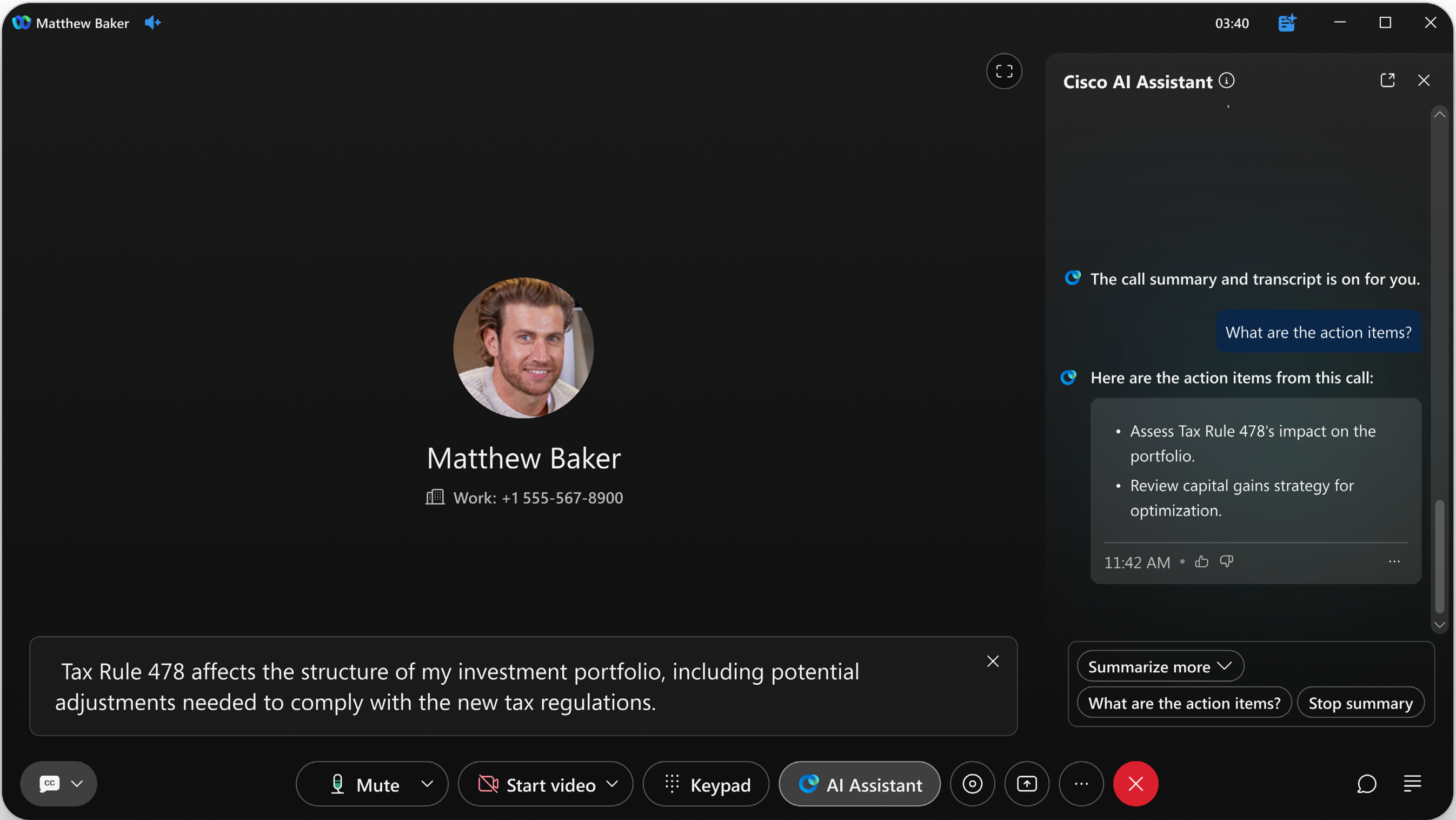
Seamless interactions, powered by AI

AI Assistant for Agents transforms customer interactions by providing real-time call summaries, action items, notes, transcriptions, and translations—ensuring that agents never miss a crucial detail.

During a call, especially longer ones, agents can quickly review real-time action items to stay on track and ensure all customer concerns are addressed. After the call, agents can easily reference AI-generated summaries within the Webex app to recall key points and follow up effectively.

When transferring calls, shared call summaries enable seamless handoffs between agents, so customers don’t have to repeat themselves or endure long hold times. By reducing inefficiencies and enhancing collaboration, AI Assistant for Agents helps businesses deliver faster, more personalized, and frictionless customer experiences.

[Learn More](#)



Agent experience

Multi call window

Manage customer interactions at scale

The multi call window is a powerful companion to the Webex App that enables users to easily manage a high volume of calls across multiple lines and queues. The multi call window has a compact profile that fits seamlessly within your desktop workflow and can be docked to your desktop for immediate access.

The multi call window is ideal for customer experience agents that make and receive a high volume of calls. Agents can quickly select from multi lines or join and unjoin call queues, and manage calls with easily-accessible mid-call controls.

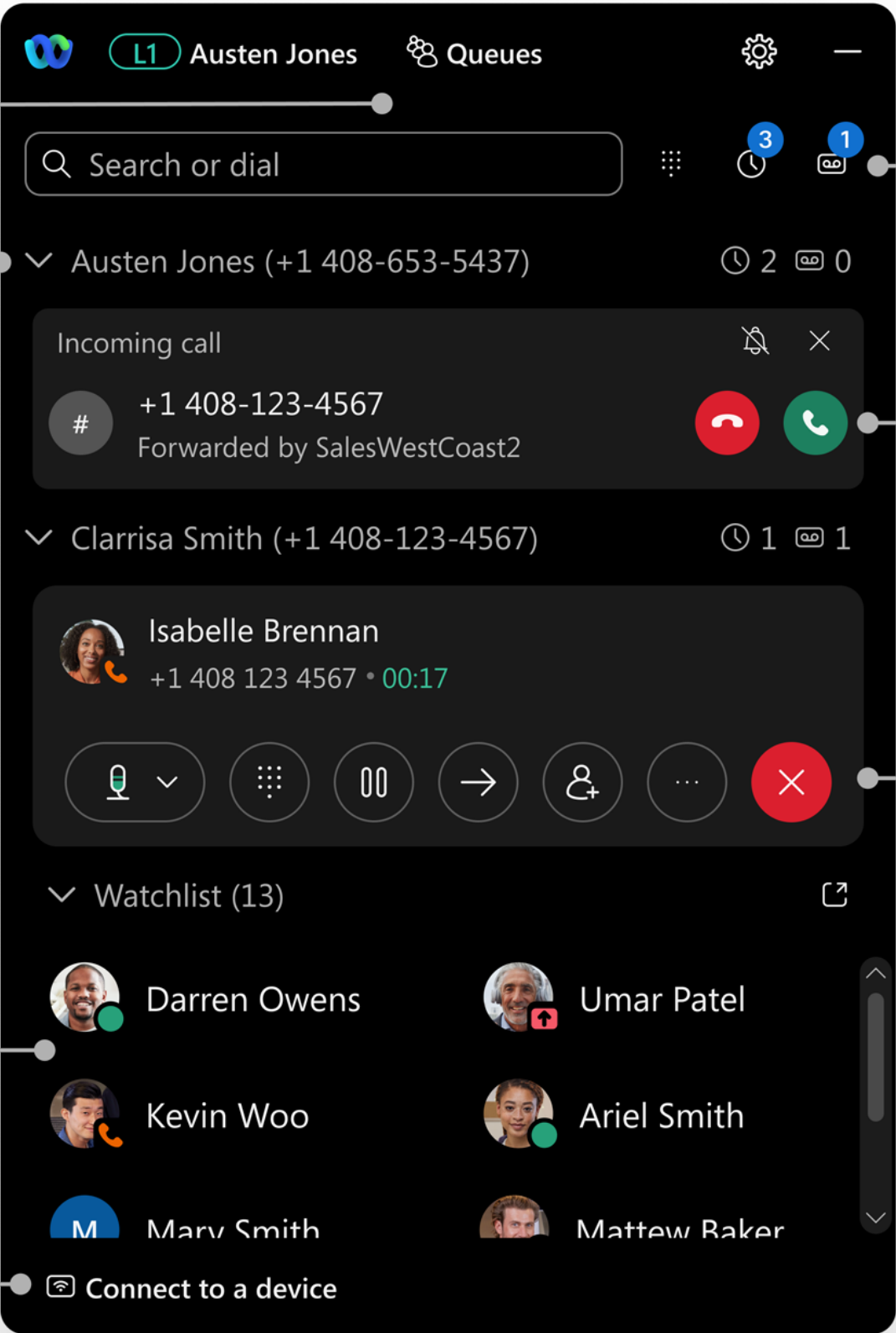
[Learn More](#)

Select lines or join / unjoin queues

Manage up to eight lines

See presence of key contacts

Connect to a Cisco device



Access call history and voicemail

Answer or decline calls

Access mid call controls

Agent experience

Webex Calling for Microsoft Teams

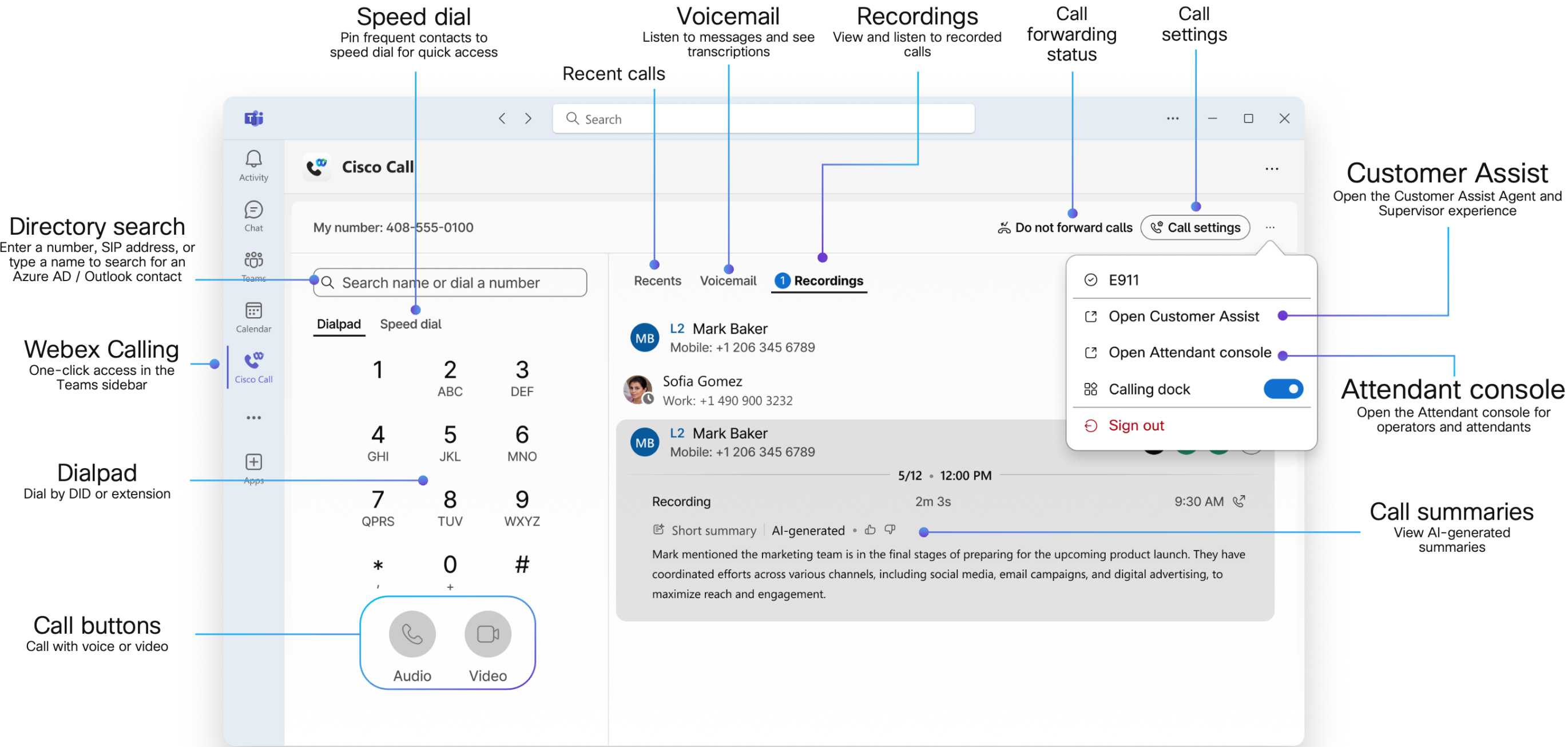
Elevate Microsoft Teams users to customer experience agents

Webex Calling for Microsoft Teams delivers a complete, enterprise-grade calling experience through the Microsoft Teams interface.

Our new home page is accessible directly from the Teams sidebar. It provides immediate access to a dial pad, speed dial, directory search, call history, voicemail, and presence.

Teams users also have access to our multi call window and calling dock. This powerful companion enables Teams users to act as customer experience agents, with the ability to join and unjoin queues and manage calls across multiple lines.

Learn More



Agent experience

End-to-end noise removal

Eliminate distractions from customer interactions

Background noise during calls is distracting and makes every customer interaction less productive. We've built powerful, artificial intelligence-powered noise removal tools into Webex Calling to eliminate background noise on both ends of the call.

Noise removal and optimize for my voice

These features remove noise from the Webex Calling user's side of the call. Noise removal eliminates distracting background noise, so employees can work from anywhere. Optimize for my voice focuses on the voice closest to the microphone – an ideal feature for busy environments like a crowded call center or coffee shop.

HD Voice

This industry-first feature includes our award-winning background noise removal, which eliminates background noise on the customer's side of the call.

HD Voice also includes our new wideband audio technology, which uses artificial intelligence to reconstruct the high quality wideband speech spectrum from the original narrowband PSTN audio signal. This adds richness to voice and makes speech easier to understand.

Webex Calling users can activate HD Voice on calls with any external users with a single click. It's an essential feature for customer experience agents.



Supervisor experience

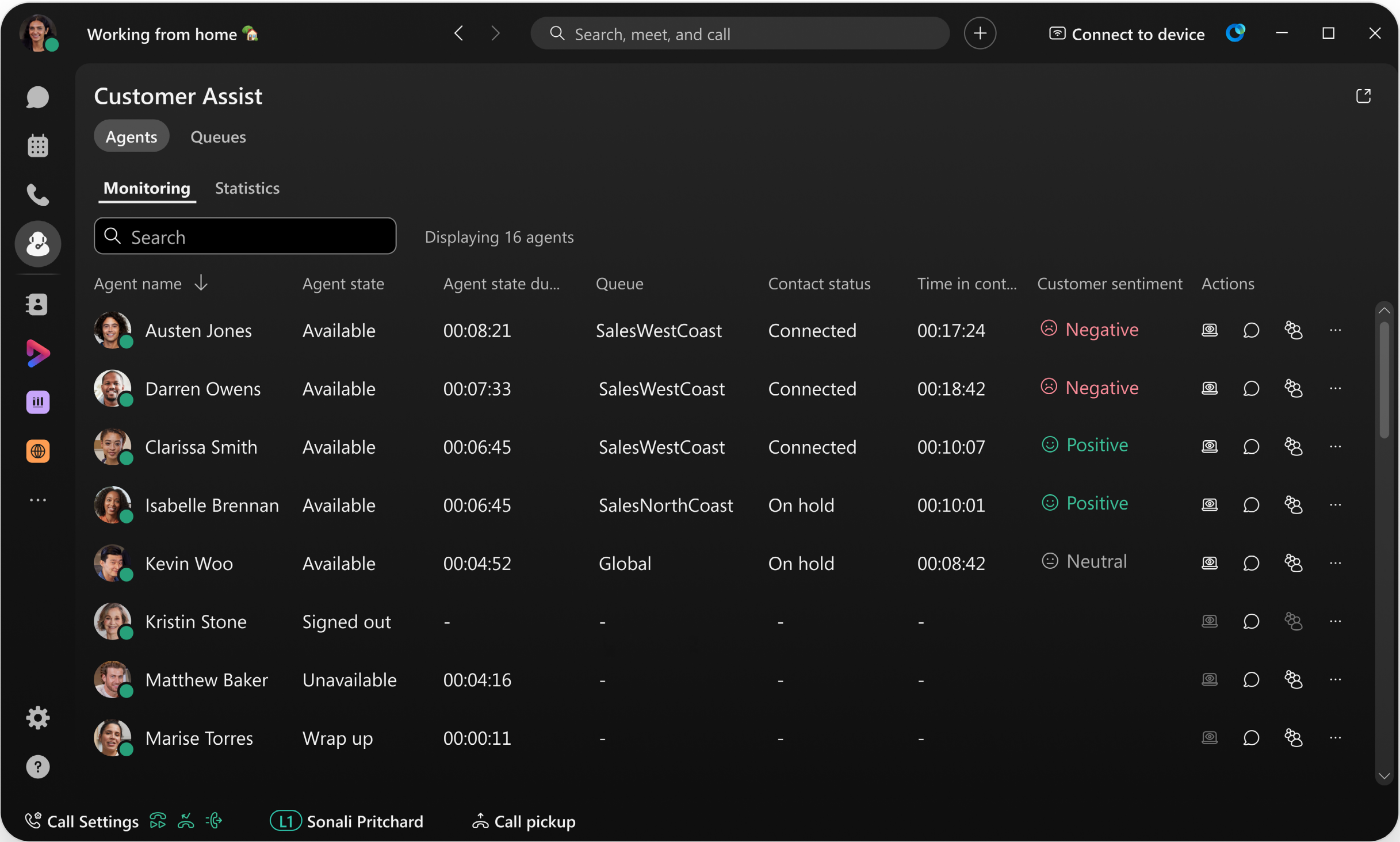
Supervisor desktop

Deliver quality customer service, training, and coaching

Our supervisor desktop delivers powerful training, monitoring, and agent management tools through the familiar Webex app experience.

The supervisor desktop gives supervisors immediate insight into agent availability across queues. Supervisors can change the status of agents and assign or unassign agents to queues.

Our monitoring tools enable supervisors to barge, monitor, or whisper into agent conversations. These features are essential for training, and help organizations to maintain the highest level of quality during customer interactions.



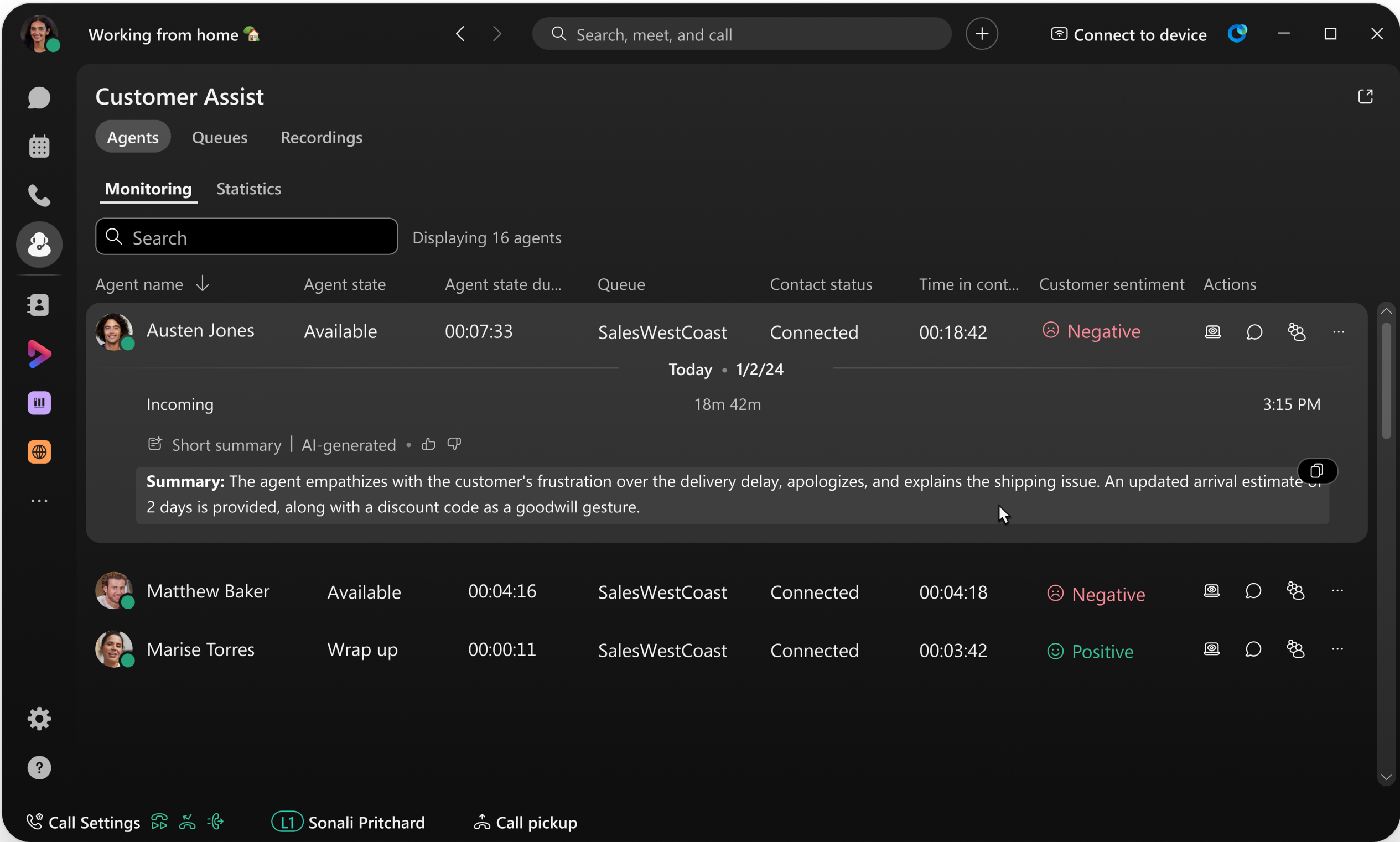
Supervisor experience

Call sentiment for supervisors

Real-time insights that drive exceptional customer service

AI-powered real-time call sentiment monitoring gives supervisors instant visibility into the sentiment of ongoing agent calls. If the sentiment of a call is poor, supervisors can immediately access a live call summary to understand the context of the conversation. This enables supervisors to take immediate steps—whether by offering guidance, intervening, or following up—ensuring every customer interaction meets the highest standards of service and satisfaction.

Coming in 2025.



Supervisor experience

Analytics

Eliminate distractions from customer interactions

Our new supervisor experience includes analytics tools that provide essential insight into the performance of agents and queues.

Live queue statistics

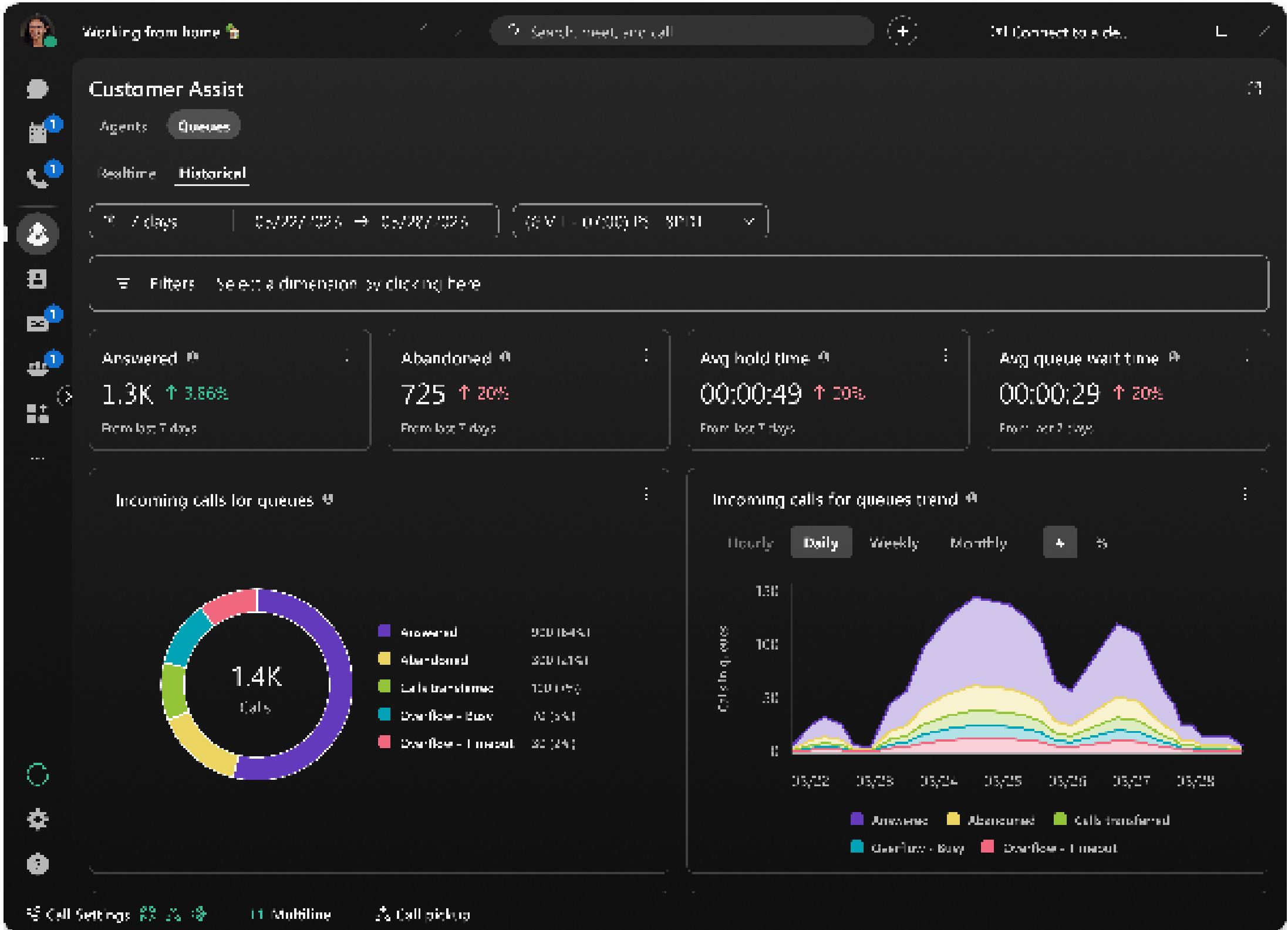
Our live statistics show queue performance in real time. It provides supervisors with immediate insight into queue metrics like answered calls, bounced calls, and average call handling time so customer service issues can be quickly resolved.

Call queue analytics

These historical statistics give supervisors insight into call answered, abandoned, and transfer rates over time. These essential metrics help organizations to optimize staffing and improve the efficiency of call queues.

Agent statistics

These metrics provide supervisors with insight into average agent call handling, talk, and hold times, as well as rankings of agents by performance. This data helps supervisors to identify opportunities for agent training and optimization.



Attendant experience

Attendant console

Connect callers to the right contacts

Our new attendant console provides operators, receptionists, and attendants with a powerful interface to manage inbound calls.

The attendant console provides visibility into calls waiting in queue and the presences of colleagues. Users have quick access to call controls, including forwarding, transfer, park, and conference.

The attendant console is delivered through the familiar Webex app experience and is easily enabled through Control Hub.

Learn More

See activity in voice queues

Launch the Attendant Console from the Webex App

Webex Attendant Console

Queues

3 Queues

27 Waiting calls

05:22 Max waiting ti...

All queues

Eu Support

11:56 Avg handling time

02:32 Avg waiting time

12 calls

UK Support

12:24 Avg handling time

03:58 Avg waiting time

5 calls

Contact	Waiting
089234852	00:02:29
089538689	00:02:29
089885696	00:02:29

Show more

US Support

09:57 Avg handling time

04:11 Avg waiting time

15 calls

Murad Higgins

+1 212 555 1234

00:00:00 Connected time

Recording...

Current Calls

Contact	Number	Duration
Marvin Pugh	27366	00:00:00
Unknown	808 555 9911	00:00:00
Unknown	808 555 6543	00:00:00
Lee Sheffield	32467	00:00:00

Parked Calls

Contact	Number
Matthew Hunt	29983

Colleagues

by contact, numbers and e-mail

Contact	Extension	Mobile number	e-mail	Note
Matthew Baker (Me)	24959	+1 555 123 4567	m.baker@company.com	-
Austen Jones	29985	+1 408 555 1234	a.jones@company.com	Only available from 10pm to 6 am
Murad Higgins	27366	+1 212 555 1234	m.higgins@company.com	-
Kevin Woo	32467	+1 808 555 1234	k.woo@company.com	Does not accept blind transfers
Umar Patel	36731	+1 408 555 9999	u.patel@company.com	-

Easily manage calls with call controls

Start, stop, or pause call recording

Manage current calls and park calls

See the presence and availability of key contacts

Learn more

Find out how your business can elevate the customer experience with Webex Calling

Webex Calling

Contact Us

